



Georgia Department of Motor Vehicle Safety

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DEPARTMENT OF MOTOR VEHICLE SAFETY ANNOUNCES **TWO NEW FACILITY LOCATIONS**

The Department of Motor Vehicle Safety announced today that leases have been signed for two new driver's service center locations in DeKalb and Cobb County.

The DeKalb County location is at the Stonebridge Village Center at 8000 Rockbridge Road in Lithonia. (I-20 East to Turner Hill Road, go North on 124 and site is approximately 6 miles on the left). Renovation of the approximately 11,000 square foot facility is underway and is expected to be completed by May 14th, 2002.

The Cobb County facility is at the Piedmont Village Shopping Center at 2800 Canton Road in Marietta. (Canton Road NE and East Piedmont Road) The renovation of this approximately 10,000 square foot facility has a completion date of June 14th, 2002.

New state-of-the-art custom design plans for both of these facilities include:

- 16 customer service counters
- seating for 150 customers
- computer controlled customer service management
- 20 computerized driver's testing stations
- 2 Polaroid photo stations.

Each facility is designed to accommodate a projected daily average of 500 customers. A major key to the improved customer service that will be offered at these new facilities is the 16 service windows --with a commitment from the DMVS to keep them staffed. To save an applicant's time and eliminate unnecessary frustration, an examiner stationed near the front

doors will greet people one by one to verify that they have the necessary documents, forms and money they will need to process their requests.

A numeric queuing system eliminates the need for the customers to physically stand in line, and there will be plenty of customer seating at each facility. An added advantage of the system is that it keeps count of the number of customers served and the time it takes to serve them, information that proves helpful in evaluating and improving customer service in the future. There will be plenty of free parking at each location.

The DMVS incorporated these “customer friendly” design techniques into the Driver’s Services facility that opened in Conyers last October. According to the Agency’s count, they have exceeded serving 400 customers a day on nine separate occasions with the highest number served being 627. This facility handles the reinstatements of driver’s licenses for metro-Atlanta.

“We believe that the addition of these two driver’s service centers along with the two targeted for Fulton and Gwinnett -- will help decrease the driver’s license lines dramatically,” says DMVS Commissioner Tim Burgess. “These significant improvements would not be possible without the leadership and strong support of both Governor Barnes and the General Assembly. We are committed to providing efficient, customer friendly facilities for all Georgians to take care of their motor vehicle services. Adding these two locations is definitely a move in that direction,” he added.

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